

DISC Newsletter

DISC Employee Recognition Program

By: Morey Sullivan

DISC employees are the organization's most valuable resource. Individual and team contributions chart the course and determine the success of DISC's efforts.

To aid in recognizing the efforts of DISC staff an employee recognition program was created and implemented with the start of FY07.

This program was established to recognize those contributions and to assure that an objective process is established through which to recognize DISC employees for specific achievements that go above and beyond the normal day-to-day activities.

All DISC employees, both regular classified and unclassified, including benefits eligible temporary associates, are eligible to be nominated for an award. Within each category, teams and individuals are awarded separately. Receipt of one award does not preclude receipt of other awards for *different* recognizable activities.

A DISC Employee Award and Recognition Program Selection Committee shall consist of the Program Coordinator (Morey Sullivan), the Director and four additional DISC employees. All Committee members shall maintain the integrity of the process by maintaining strict confidentiality in regard to all matters brought before the Committee. This Committee will meet on a quarterly basis. Then a schedule that facilitates recognizing and awarding DISC employees at the earliest scheduled recognition/awards ceremony. The term of service of the four at-large members will be one year, with additional appointments as deemed appropriate by the DISC Director. If a member of the Committee is nominated for an award, that member shall excuse his/herself from the deliberation and voting process on their nomination. If a member of the Committee nominates a DISC employee for an award, that member shall excuse his/herself from the deliberation and voting process on the person/group they nominated.

This program offers monetary awards. The maximum amount of each award is \$1000 per year. By Executive Order, the maximum amount any one person may receive in any one fiscal year from such awards is \$1000. This amount is based upon Executive Order #05-04. This policy will be revised as amounts change year to year.

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Trivia of the month

- ∞ August is the National Back To School Month
- ∞ August is also the Admit You're Happy Month
- ∞ Women's Small Business Month
- ∞ August begins on the same day of the week as February in a leap year.
- ∞ The birthstones for August birthdays are the peridot, sardonyx, and sapphire.
- ∞ August contains no State holiday.
- ∞ The month of August was named in honor of Augustus. This month has 31 days because Augustus demanded as many days as Julius Caesars month.

Nomination Process

Any DISC employee may nominate any other DISC employee for the award. Nominations can be submitted by email, handwritten or filed electronically. The form is located on the every-one 'admin\dofo' (V:) drive, in the DISC Suggestions folder. Nominations will be submitted to the Bureau Director/Manager from the respective work unit from which the employee works. The Bureau Director/Manager will then bring the nomination(s) to the Program Coordinator for consideration by the Selection Committee. The Program Coordinator will then assign one or more individuals from the Committee to investigate/evaluate the merits of each nomination. Upon a majority vote of the Committee, the outcome of the nomination and the amount of the award will be determined. Those nominees approved for an award will be recognized by the Director of DISC at a special presentation.

The two categories of accomplishments are:

Distinguished Accomplishment is a person or group that successfully completed a notable event/project that is significant in scope, effort and/or had an impact on DISC/State enterprise or service to citizens. In case of a group being nominated please list individual names. Example: *I would like to nominate Staff member X for the Distinguished Accomplishment Award. X was a major factor in the successful implementation of Application "A". X's commitment and dedication along with their leadership skills, in part, helped bring this enterprise mission critical project to full implementation. X provided programming/management/etc skills that was necessary in bringing App' "A" to go-live.*

● *Application "A" will increase the efficiencies of state government and will reduce the cost of operations. Because of X's efforts, DISC can now provide increased services to Agency "B" who in turn provide services to the citizens of Kansas.*

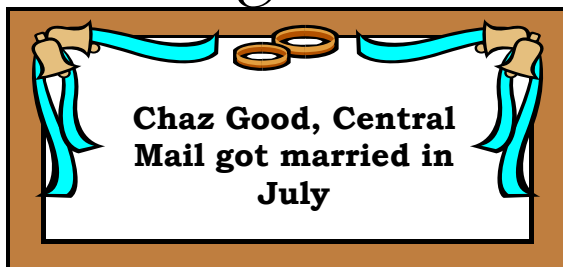
Meritorious Service is service by a person or group that went above and beyond service levels commonly expected by DISC customers and/or Kansas citizens. In case of a group being nominated please list individual names. Example: *I would like to nominate Staff member Y for a Meritorious Service Award. Due to illnesses and other short staffing Y has taken on more duties and has done an excellent job in performing those extra duties. Y has direct communication with several DISC customers in their daily job. The customers are very happy with Y's extra efforts and have made several positive comments to Y's supervisor about what a great attitude they have and the high quality of work. I know Y takes great pride in their work and it shows through to our DISC customers. Y deserves this award for all the dedication and commitment they have given to DISC and to the enterprise.*

Employee Information

HAPPY SEPTEMBER BIRTHDAYS

Alex Bergquist	Kathy Cummings	Randy Drum	Kurt Dubach
Deb Harrop	Frank Kosiba	Sandy Lawrence	Donna Luttjohann
Dan Rethman	Jerry Rissen	Jennifer Sauer	Jerry Senne
Dennis Smith	Lisa Smith	Morey Sullivan	Jodi Tritsch
Ivan Weichert			

Marriage



Employee Moves

David Bloyd resigned, his last day was 8-11-06

New Employee



Javier Zarazua
KITO
August 7, 2006

KUDOS

BAS:

To: Lisa Smith

I would like to thank Lisa Smith for the monumental effort she put forth in helping me to get a class scheduled at Foss/Centriq. We determined at 10am that an opening became available for a particular class, but enrollment had to be complete by noon. This was on a day when Jean Pierce was not at work, and Lisa was not familiar with all the necessary arrangements (payments, travel, etc.) Lisa worked with the vendor and got everything set up prior to the deadline. Her extra effort on my behalf is much appreciated. Thanks Cad Griffin

BOCS:

To: BOCS Team

Lee Offill stopped by on his last day to thank me for giving him the opportunity to work and grow here at DISC. He told me that the experience and work ethic he developed at DISC are going to be very helpful in getting him started on a career in IT. He stressed several times that he really enjoyed being a part of BOCS. All of you should all take great satisfaction and recognition for helping Lee. You deserve many thanks for making a difference in this young man's life in such a positive way. He has a very bright future ahead of him thanks to the opportunity he had working with all of you. Thank you Denise Moore

SECURITY:

To: Rod Blunt

THANKS!! We sent it again and it worked perfectly. I really do appreciate the awesome customer service you always provide. I think it's great that DISC has all these preventative measures in place to protect the enterprise and I view things like this as merely tweaks to the process. Thanks Cindy Hooper-Bears, State Treasurer

To: Larry Kettlewell and Dave Timpany

Just a quick note to let you know that Larry Kettlewell reported in a few times last night while he was helping watch our network - we appreciate his attention. And, Dave Timpany was very responsive when we asked about KANWIN activities and planning maintenance windows around critical election times for the counties. Everything with ELVIS and the Voting equipment (up to this point!) through the past few weeks has gone very well. Thank you Mike Stewart, Secretary of State's Office

DISC:

To: Dana Jolley, Gretchen Hefner, Regina Mannell, Craig Srna, Cathy Jones, and Bryan Dreiling

Thank you to all who helped resolve the recent issue surrounding Bryan's request for FY06 Expenditure data. Bryan has the data now and can complete his report to the Legislature. We realize that this request caused a lot of extra effort to get it processed, and we appreciate it. Cathy Jones and I have spoken about this and I believe she has a plan for streamlining this process next year. Again, thanks to all who met the challenge! Regards, Ivan Weichert

To: Eric Hollaway, Dan Glotzbach, Dana Jolley, Marsha Rogers, John Lowery, Hank Sipple

A big thanks to everyone involved with the KSSOS equipment move to the LSOB this past weekend! The systems came up quickly after relocating and all seems to be working properly. Don Lillard, Secretary of State's Office



A job well done!

KUDOS

Below are a few KUDOS from DISC Customers. The communications team has been interviewing customers to strive to improve communications and customer service. Keep up the good work everyone.

Security:

We appreciated the call from Janelle Burgardt the other day letting us know that one of our employees was auto replying to spam mail.

When we run into issues Larry Kettlewell helps us resolve them.

BOT:

Craig Srna has been really good to work with. He's been really good to our agency. Craig and his group have caught stuff that we wouldn't have. We had a site that sent in coordinates to have the license changed, well those coordinates ended up being for another state and not Kansas. Therefore, he had to go through all that extra work to get the license straight.

Craig Srna has been very accommodating to us. He catches a lot of errors and lets us know. He's good to work with.

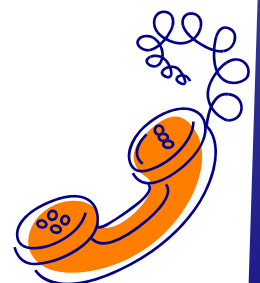
First off, DISC technicians are great. I've really enjoyed working with them when we worked on the cable System 36 with Evan Desbien, then again when we rewired Memorial Hall, and the move to our current location. We work well together; they are all great to work with.

The NCC has also been good to work with. They have so much patience when people call.



Don't forget to visit the Telephone Doctor to check up on your communication skills!

<http://disc.serviceskills.com/>



Effective Communication

By: Julie Parisi

At DISC, effective communication is not one form of success, it is the key to success. Poor communication is inextricably linked to poor results and decreased productivity. With so many different mediums in today's technologically dependent world, there can be no silver bullet when addressing communication. Therefore, when communicating, we must make a intentional effort in all environments to effectively portray what we mean. Here is a crash course of sorts in e-mail, telephone, and conversational etiquette.

Avoid Accusatory Questions. Problem solving can only be achieved through communication. When a problem arises, do not assume that anyone is to blame. Instead, ask for ideas on how to fix the problem. People are more likely to answer constructively when they know they are part of the solution, not the problem.

Avoid Distractions. Distractions are the most common source of communication breakdown. When communicating through a technological medium, such as a phone or computer, make sure that the connection is good. Do not do anything but concentrate on the person or persons to whom you are communicating with. Take notes, but do not doodle. Turn off your computer monitor to avoid incoming emails and websites. Remove and/or ignore all superfluous materials (documents, emails, pens, papers) that will distract you.

Employ Constant Eye Contact. When communicating face-to-face, use eye contact at all times. This is useful for several reasons. First, it lets the person you are communicating with know you are fully interested in what they have to say. Second, if you are looking at that person, you avoid surrounding distractions and are more likely to concentrate. Third, eye contact implies confidence and trust with the person you communicate with. Body language is incredibly important to communication, and eye contact is the foundation of all body language.

Ask and Encourage Questions. Never be afraid to ask questions. Whether or not stupid questions exist is irrelevant. When communicating with someone, you invest time and effort into that person. The least they can do is answer your questions. Furthermore, make sure that others' questions are answered. Even if they do not ask them right away, leave them with a way to contact you so if any arise, you can answer them.

Speak Intentionally. Don't waste words.

Employ Reason over Frustration. Maintaining reasonability is perhaps the most difficult thing to do in heated conversation. When frustration triumphs over reason, communication becomes obscured and it accomplishes nothing. Remember, saying things you will regret out of frustration is a lot harder to undo than saying nothing at all.

Limit Email Recipients. Often times, people can become caught up in what they are doing and feel that every colleague should be informed. However, at the workplace we must keep in mind that emails when not relevant to everyone, should only be sent to people who are directly affected by it. Unnecessary emails distract people and can clog up the server.

Always have an alternative way to explain things. Not everyone understands things in the same way, especially when discussing difficult subject matter. Make sure that you can explain your argument, explanation or position in different ways to maximize the understanding of what you believe.